 **Job Description**

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| --- | --- | --- |
| Directorate: | Place | Location: Magdalen House |
| Department: | Economic Growth & Housing - Planning Services | Post No: |
| Section: | Technical Support Team |  |
| Post:  Grade: | **Technical Support Assistant**  Grade D |  |

Responsible to: Technical Support Manager

Responsible for:

## Job Purpose

To provide customer focused support services for Planning Services

## Main Duties

1. To provide data input and administrative support in Planning Service processes, including building control, development management, planning policy and land charges, to ensure that statutory and departmental service plan targets are met.
2. Assist in the development, support and maintenance of the division’s electronic, monitoring and administrative systems to ensure effective service delivery.
3. Assist in the processing of correspondence, reports and other documents including redaction of documents in line with GDPR policies.
4. Maintenance of databases, providing information to the Service, involving inputting details, generating documents and standard reports and spatial data capture.
5. Validation of planning and related applications, building regulation applications and land charge search requests.
6. Provide excellent customer service by telephone and at the public reception facility.

## Organisation Chart

See attached sheet

## Qualifications And Experience

See person specification

## Special Conditions

* The postholder must be aware of, and be able to observe, the confidentiality of aspects of the work.
* A high standard of customer care is required at all times.
* A flexible working time system is currently in operation.
* The postholder will be expected to attend training events relevant to the duties of the post

## General

This job description is a representative document. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The postholder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

Prepared by: Name Debbie Robinson

Designation Technical Support Manager

Planning Services

Date September 2023

**Person Specification**

# Technical Support Assistant

|  |  |  |
| --- | --- | --- |
| **Personal Attributes Required** | Essential (E) or  Desirable (D) | Assessment Method |
| **Qualifications**   1. Good literacy and numeracy skills 2. European Computer Driving Licence/ CLAIT Level 2 3. NVQ Level 2 in Customer Care | E D  D | C/A C/A  C/A |
| **Experience**   1. Previous experience of an office environment 2. Maintenance of databases 3. Dealing with customers both face to face and by telephone | E E E | A/I A/I A/I |
| **Knowledge/Skills/Ability** |  |  |
| 1. Excellent interpersonal and communication skills | E | A/I/T |
| 2. Use of Microsoft Office application software | E | A/I |
| 3. Good understanding of planning, building or land charges legislation | D | A/I |
| 4. Understanding of historic environment records | D | A/I |
| 5. Use of MapInfo or other mapping software | D | A/I |
| 6. Use of planning/building control or land charges application software | E | A/I |
| 7. Ability to be flexible and learn new techniques | E | A/I |
| 8. Ability to work effectively as part of a team | E | A/I |
| 9. Ability to work effectively on own initiative | E | A/I |
| 10. Ability to produce detailed and accurate work within set deadlines | E | A/I/T |
| **Special Requirements**  None |  |  |

Assessment Method Key: A: Application form, C: Certificate, I: Interview , T: Test

# FORM JA1 – JOB ANALYSIS : ASSESSMENT OF DEMANDS ON INDIVIDUALS

JA1 : Issue 2 : July 1999

Job : **Technical Support Officer** Dept: **Planning Services**

Location : **Magdalen House**

Name of postholder (*where known/applicable*): **NOT KNOWN AT PRESENT**

Form completed by: Debbie Robinson Date: September 2023

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Significant Features Associated with the Job | Insignificant/ Not applicable | Indicative Level of Significance (For completion by  Sefton MBC)  Low High | | | | | Personal Assessment (For completion, where appropriate, by Occupational Health  Personnel) | | | |
|  |  | 1 | 2 | 3 | 4 | 5 | A | B | C | D |
| PHYSICAL REQUIREMENTS |  |  |  |  |  |  |  |  |  |  |
| Exertion (*other than lifting)* |  |  |  |  |  |  |  |  |  |  |
| Lifting – *HSE guideline maximums* |  |  |  |  |  |  |  |  |  |  |
| Repetitive movements:  **Upper limb :** |  |  |  |  |  |  |  |  |  |  |
| Prolonged sitting, standing or static posture |  |  |  |  |  |  |  |  |  |  |
| Bending, stooping, twisting or stretching |  |  |  |  |  |  |  |  |  |  |
| Climbing stairs |  |  |  |  |  |  |  |  |  |  |
| Use of ladders, scaffolding, other equipment or tasks requiring good balance |  |  |  |  |  |  |  |  |  |  |
| Use of respiratory protective equipment |  |  |  |  |  |  |  |  |  |  |
| Precise hand co-ordination/dexterity |  |  |  |  |  |  |  |  |  |  |
| SENSORY REQUIREMENTS: |  |  |  |  |  |  |  |  |  |  |
| Sensory work with colours/requirements to  distinguish perception of fine visual detail/good visual performance |  |  |  |  |  |  |  |  |  |  |
| Auditory performance *(hearing)* |  |  |  |  |  |  |  |  |  |  |
| CONTACT/EXPOSURES: |  |  |  |  |  |  |  |  |  |  |
| Exposure to high noise levels – *1st Action Level,*  *+ 2nd Action Level or Peak Action Level* |  |  |  | - | + |  |  |  |  |  |
| Contact with body fluids |  |  |  |  |  |  |  |  |  |  |
| Contact with potentially infectious micro- organisms:  **NONE:** |  |  |  |  |  |  |  |  |  |  |
| Exposure to other hazardous substances, including sensitisers:  *- Specify the substance(s) and whether exposure is via inhalation, ingestion or skin*  *contact; -* **NONE** |  |  |  | - | + |  |  |  |  |  |
| Contact with vibrating surfaces/equipment |  |  |  |  |  |  |  |  |  |  |
| PHYSICAL CONDITIONS: |  |  |  |  |  |  |  |  |  |  |
| Work at height (above 2 metres) |  |  |  |  |  |  |  |  |  |  |
| Work below ground |  |  |  |  |  |  |  |  |  |  |
| Work under high/low air pressures |  |  |  |  |  |  |  |  |  |  |
| Adverse weather/temperatures |  |  |  |  |  |  |  |  |  |  |
| Work in confined spaces |  |  |  |  |  |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Significant Features Associated with the Job | Insignificant/ Not applicable | Indicative Level of Significance (For completion by  Sefton MBC)  Low High | | | | | Personal Assessment (For completion, where appropriate, by Occupational Health  Personnel) | | | |
|  |  | 1 | 2 | 3 | 4 | 5 | A | B | C | D |
| NON-PHYSICAL DEMANDS |  |  |  |  |  |  |  |  |  |  |
| Managerial responsibilities (accountabilities/ planning) |  |  |  |  |  |  |  |  |  |  |
| Work under pressures of time/service delivery |  |  |  |  |  |  |  |  |  |  |
| Nightwork |  |  |  |  |  |  |  |  |  |  |
| On call/irregular/unpredictable hours/shift work/unpredictable hours |  |  |  |  |  |  |  |  |  |  |
| Work in isolation |  |  |  |  |  |  |  |  |  |  |
| Work requiring keep concentration and/or concentration for long periods of time |  |  |  |  |  |  |  |  |  |  |
| Contact with client/customer group |  |  |  |  |  |  |  |  |  |  |
| Responsibility for people: **NONE**  - *customers, staff clients, customers etc.* |  |  |  |  |  |  |  |  |  |  |
| Contact with potentially abusive/violent clients or others |  |  |  |  |  |  |  |  |  |  |
| Specialist knowledge/skills |  |  |  |  |  |  |  |  |  |  |
| Decision making |  |  |  |  |  |  |  |  |  |  |
| Responsibility for resources *–* **NONE** |  |  |  |  |  |  |  |  |  |  |
| Work with limited/restricted resources |  |  |  |  |  |  |  |  |  |  |
| Mundane Tasks |  |  |  |  |  |  |  |  |  |  |
| Potential for poor results given account of input/effort |  |  |  |  |  |  |  |  |  |  |
| OTHER: |  |  |  |  |  |  |  |  |  |  |
| Driving – **NONE**  *- specify car, PSV, HGV, motorcycle, other* |  |  |  |  |  |  |  |  |  |  |
| Use of mechanical equipment |  |  |  |  |  |  |  |  |  |  |
| Use of visual display equipment (see Sefton’s criteria for classification of display screen users) |  |  |  |  |  |  |  |  |  |  |
| Other - *specify* |  |  |  |  |  |  |  |  |  |  |
| 1 |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |  |  |  |

OCCUPATIONAL HEALTH ASSESSMENT (FOR COMPLETION BY MEDICAL SERVICES)

1. Full function
2. Sufficient function to undertake required tasks.
3. Insufficient function to undertake required tasks.
4. No function.

Note: Function refers to the individuals’ physical or mental ability to undertake tasks associated with the identified job feature.

**Further details should be included in supporting reports, for example, any adjustments that are needed and the permanent or temporary nature of the function status. Please indicate whether there is an accompanying report.**

No